

REMARKS

In response to the above-identified Office Action, Applicant has amended claims 2, 5, 6, 8, 15, 18, 19, and 23. Claims 1, 3, 4, 7, 12, 13, 14, 17, 21, and 22 have been canceled. Claims 2, 5, 6, 8, 9, 10, 11, 15, 16, 18, 19, 20, 23, and 24 remain pending in the present application.

For the reasons set forth more fully below, Applicant respectfully submits that the present claims are allowable. Consequently, reconsideration, allowance and passage to issue of the present application are respectfully requested.

Cited Art Rejections

The Examiner has rejected claims 1-24 under 35 U.S.C. 103(a) as being unpatentable over Swinamer et al. (hereinafter 'Swinamer') in view of Walker et al. In making the rejection, the Examiner states:

Swinamer et al. shows all of the limitations of the claims except for specifying the use of a wireless management device/PDA including displaying information and sending information to and from the PDA and the POS via a central controller also using wireless modems.

Swinamer et al. shows, figure 1, a hardwired method of communicating (sending) request for management decisions (override details), including price information, credit clearance (monetary pick-up, approval), security alerts (lock up POS) and other incidents requiring the manager's attention. This is done for a plurality of POS terminals. The manager is at the master station (central controller system) and can determine through verbal communication the satisfactoriness or unsatisfactoriness level of the POS terminal and has the ability to fix problems to ensure satisfactoriness.

Walker et al. teaches, figure 1, a system and method for dynamic assembly of packages in retail environments. System 100 includes a server 102 which is connected through a network 104 (LAN) to a plurality of point-of-sale terminals (column 4, lines 42-44) in order to improve information flow to better serve customers. The use of a PDA is one examples [sic] given as an output device for both the server and the POS terminals.

Based on the teaching of Walker et al., it would have been obvious ... to modify the Swinamer system to incorporate the LAN and PDA system of Walker et al. in order to improve information flow to better serve customers.

Applicant respectfully disagrees with the rejection.

The present invention provides for efficient handling of an override condition in a point of sale device (POS) with the use of a mobile manager system/wireless management device. As described on page 4, lines 19-21, the mobile manager system is used to provide appropriate action in response to an override condition occurring in a POS by signaling a central controller. Applicant recited the aspect of the mobile manager system signaling a central controller in dependent claims 5, 15, and 23, each of which has been amended to be of independent form. Further, appropriate amendments also have been made to cancel claims from which claims 5, 15, and 23 depended, and to maintain proper dependency in the remaining claims. Applicant respectfully submits that no new matter has been added nor has the scope of the claims been changed by the amendments.

In contrast to the recited invention, there is nothing in Swimaner, even when taken with Walker et al., that teaches or suggests the signaling of data from a mobile manager system to a central controller to provide an override signal in response to an override condition occurring in a POS. Swinamer discloses connection of each clerk and bagger at each counter in a grocery store to each other and to a manager via an intercom system. As the Examiner states, the "manager is at the master station (central controller system)" and it is through "verbal communication" that the manager interacts with the clerks and baggers. The manager is not taught or suggested as being tied electronically to a point of sale (POS) device/cash register. Thus, the verbal communication of the manager to the clerk only affects the cash register if the clerk performs some action. With the signaling of the mobile manager system to the central controller in the present invention, more direct control by the manager to an override condition in the POS is achieved.

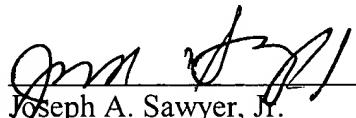
While the cited art of Walker et al. does describe a plurality of POS terminals in a network with a server system, even the inclusion of a network system of Walker et al. in the Swimaner environment still would not teach or suggest the recited invention. Applicant fails to see how or why a PDA or wireless management device could or would be used in Swimaner to signal a central controller with an override signal, since the manager communicates verbally and directly with a cashier or bagger from the master station. Further, as the Examiner points out, the PDAs are described in Walker et al. as output devices. There is nothing to teach or suggest that a PDA is used as an input device for signaling to a central controller, and more particularly, for signaling an override signal in response to an override condition occurring in a POS, as recited by the Applicant.

In view of the foregoing, Applicant respectfully submits that recited invention is not taught, shown, or suggested by the cited art. Accordingly, Applicant respectfully requests withdrawal of the rejection of claims under 35 U.S.C. 103(a).

Applicant's attorney believes that this application is in condition for allowance. Should any unresolved issues remain, Examiner is invited to call Applicant's attorney at the telephone number indicated below.

Attached hereto and captioned "Version with Markings to Show Changes Made" is a marked-up version of the changes made to the claims by the current amendment.

Respectfully submitted,



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VERSION WITH MARKINGS TO SHOW CHANGES MADEIN THE CLAIMS

Please amend the following claims as shown:

2. The method of claim [1] 5 wherein the sending step (b) comprises

(b1) providing the override details from the POS device to a central controller device; and

(b2) sending the override details from the central controller device to the wireless management device.

5. [The method of claim 4 in which the override signal providing step (c1) further comprises:] A method for efficiently handling an override condition in a point of sale device (POS), the method comprising:

(a) receiving override details at the POS device;

(b) sending the override details from the POS device to a wireless management device; and

(c) displaying the override details on the wireless management device, further including:

entering an override signal on the wireless management device;
[(c3)] sending the override signal to a central controller device from the wireless management device; and

[(c4)] relaying the override signal from the central controller device to the POS device.

6. The method of claim [1] 5 in which the wireless management device comprises a personal digital assistant (PDA), the PDA including a wireless modem.
 8. The method of claim [7] 15 wherein utilizing step (b) further comprises (b1) utilizing a personal digital assistant equipped with a wireless modem.
15. [The method of claim 14 further comprising] A method for providing efficient management interaction in a consumer transaction system, the method comprising:
- (a) performing customer transactions through a plurality of point of sale (POS) systems networked to a central controller system, including identifying an override condition during a customer transaction in a POS system, sending data for the override condition to the central controller system, and transferring the data for the override condition to a mobile manager system; and
- (b) utilizing the mobile manager system to remotely monitor and respond to the plurality of POS systems, including signaling release of the override condition from the mobile manager system to the central controller system.
18. The system of claim [17] 23 wherein the mobile manager system comprises a personal digital assistant equipped with a wireless modem.
19. The system of claim [17] 23 wherein the mobile manager system further determines a status of at least one of the plurality of POS systems, identifies whether the status is

satisfactory, and when the status is unsatisfactory, adjusts the status to reach a satisfactory level.

23. [The system of claim 22 wherein] A system for improving manager interaction in a consumer transaction system, the system comprising:

a plurality of point of sale (POS) systems;
a central controller system coupled to the plurality of POS systems; and
a mobile manager system in communication with the plurality of POS systems through the central controller system by a wireless communication mechanism, wherein the mobile manager system remotely monitors and responds to the plurality of POS systems, the POS system identifies an override condition during a customer transaction and sends data for the override condition to the central controller system, the central controller system transfers the data for the override condition to the mobile manager system, and the mobile manager system signals release of the override condition to the central controller system.